

ABSTRACT OF THE INVENTION

A method and computer product for locating and tracking the status of call tickets, communicating both asynchronously and synchronously with online members within an organization through an interactive, web-based, on-call board application. Members are provided with access to static and dynamic organizational information with a multi-level access control. An on-call board display is driven by preset permissions, department settings, and member inputs. A member of the organization selects status options and inputs information that dynamically drives the on-call board for each refresh cycle. Members are set to different permission levels, thereby controlling access to various icons, links, features or functions. The display of the number of call ticket requests for a listing of members is integrated into the on-call board. This integration further allows for a visual display of current tickets that are assigned to each member. A float board provides links to electronic mail and phone numbers for each individual member. A dynamic mailing list enables instant selection of mailing recipients through a member sorting template. Customer feedback scoring is automatically generated for each member based on the satisfaction feedback input received from customers on closed call tickets.